

US-PAT-NO: 6418471

DOCUMENT-IDENTIFIER: US 6418471 B1

TITLE: Method for recording and reproducing the browsing activities of an individual web browser

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Abstract Text - ABTX (1):

A mechanism for recording browser activities performed at a first web browser and subsequently replaying the recorded browser activities at one or more web browsers. The browsing activities can be recorded together with time references corresponding to various browsing activities such as when a web page is retrieved, or the length of time a page is displayed. The browsing activities can be replayed in accordance with the recorded time references. If desired, the browsing activities that are being repeated can be synchronized among multiple browsers.

Application Filing Date - AD (1):

19980911

Brief Summary Text - BSTX (11):

Because of the limited quality (granularity) of data maintained by the server, it is currently not possible for a server-based application to reproduce the sequence of activities performed by a specific browser. Web servers currently record statistics on each page requested, but do not reliably keep track of each page that is displayed at a user's browser, or record page requests retrieved from the browser's cache or a proxy server. Nor does the web server currently record browser activities including the timing of each data entry into an HTML form. There are no known tools that are capable of recording detailed browser activities and then later providing a mechanism to replay the same sequence of browser activities through one or more browsers.

Brief Summary Text - BSTX (20):

The present invention further provides a method for recording the activities of a number of customers using a browser and then selecting one browser session for replay at another browser. The method comprises the steps of: (a) browsing web pages at a plurality of user browsers; (b) creating a plurality of sessions at a network server, each of said sessions being associated with a respective one of said plurality of user browsers; (c) recording the browsing activities for each of the user browsers into an associated session at said network server; (d) selecting one of the sessions; and (e) repeating activities recorded for the selected session at an administrative browser. We could also replay to more than one browser at the same time.

Detailed Description Text - DETX (46):

As shown in FIG. 6, session table 145 includes M Session IDs created for M sessions respectively. Each of the session ID is associated with: (1) a session list for maintaining information about a session, (2) a participant list for maintaining information about all participant browsers in a session (note: when a session is first created, it only contains one participant), (3) a URL history list for maintaining information about all web pages visited by all participants in a session, (4) a data list for maintaining information about the data fields on the web pages visited by all participants in a session, and (5) a command list for maintaining information about all commands issued to WTS server 144 by the various participants in a session.

Detailed Description Text - DETX (138):

Referring to FIG. 17, there is shown a flowchart illustrating the operation of replaying a browsing session, in accordance with the present invention.

Detailed Description Text - DETX (141):

At step 1704, to re-browse all web pages previously browsed by browser 114A, the agent selects Session Replay button 820 in the agent session interface as shown in FIG. 10.

Detailed Description Text - DETX (147):

It should be noted that, in the above-described embodiments, all the Applets (Master Applets, DTS Applets, SessionID Applets, and Agent Applet) embedded into web pages are written using Java. However, some or all of these Applets can be written using a browser script language, such as Java Script. More specifically, some of the features provided by these Applets can be directly written into web pages using the browser script language, instead of using applet tags to link these Applets. When a web browser downloads a web page containing the Applets written in browser script language, it stores these Applets into the memory area of the terminal on which the web browser is running, and then initializes and invokes them. It should also be noted that a session could conceivably be replayed directly from database 156 in FIG. 1. In this scenario, the session has been terminated, but because all of the necessary data was stored in a database prior to the session being purged, an active session is not required to implement playback.

Claims Text - CLTX (20):

(d) selecting one of said session files for replay, said selected session file being identified for selection by its assigned session ID;